

Minutes

**Minutes of Sheltered Housing and Telecare Users
Forum held on
18th May 2009 @ 2 pm, The Boardroom
Hounds Gate**

Present: Lynn Mitchell - Chair, Bill Garside - Vice Chair, RJ Noble - Snapenook Ct, T Hill – Selhurst Court, P A Cook - Selhurst Court, N Croxford - Gabor Ct, Frank Griffiths - Garfield Ct, B Taylor - Kingston Ct, C Broom – Kingston Court, Sylvia Tyson - The Cornfields, R Short – Todd Court, Diane Burrup – NCH, Abigail Norton – NCH, Carl Cassidy – NCC Streetscene, Renate Atkinson – NCH, Lis Robinson - NCH

Apologies:

Keith Bradbury, Val Cleaves, K Bruce, Alec Parkinson, Marlene Brown, Dorothy Gray

	Action
<p>1.0 Welcome Introductions and Apologies 1.1 Chair welcomed forum members to meeting. Apologies received as detailed above and introductions of attendees made.</p>	
<p>2.0 Minutes of Last Meeting and Matters Arising (2.0) 4.0 Flood detectors available for Woodthorpe/ Winchester. Newgate and Kingston still being looked into.</p>	SK/DB
<p>4.3 Flyer not available. Renate to chase Tim Prentice.</p>	RA
<p>5.8 Issue was with the removal of the decommissioned unit and not the dispersed alarm.</p>	
<p>3.0 Abi Norton – Customer Surveys 3.1 Abi introduced herself as the Customer Feedback Manager and gave a presentation of Vision Management Surveys (VMS).</p>	

3.2 Nottingham City Homes has many Key Performance Indicators in place to help measure its hard measures such as re-let times, rent arrears of current tenants and appointments made and kept for repairs.

3.3 VMS measures soft measures such as the helpfulness of staff, the standard of community facilities, the organised events available, etc, which customers are more interested in.

3.4 Managers, Supervisors and Employees improve the service using VMS as a tool to assist in improvements.

3.5 A rectification process is used if a score is below 3 or the average score is 5.5 or below. This enables the customer to be contacted to explain their score.

3.6 Managers are able to meet with their teams to identify the issues, propose solutions and develop an action plan.

3.7 Copies of the questionnaires sent to Sheltered tenants were distributed. Feedback included slight changes to questions 2, 5, 6, 7, 8 and 10 so they were easier to understand and to reflect the sheltered service.

4.0 Carl Cassidy – Performance Officer

4.1 Carl introduced himself as a Performance Officer within Streetscene. He explained that he organises the works and that the team deals with the clearance of grass and shrubs. Questions were then put to Carl.

4.2 Letter of complaint was given to Carl by BT, copy taken by RA to give to Sam King. BT to contact Carl to arrange a site visit.

4.3 Grass should be cut approximately every 2-3 weeks during growing season, dependent on the weather. Contact can be made with Carl Cassidy on 9152068 or Stuart Gee on 9152291.

RA/BT

4.4 Grass is not cleared after cutting however it should be cleared off the path.

5.0 Tenant Handbook

5.1 Copies of the tenant handbook, final draft, were distributed to all to check through for any final amendments.

5.2 Each page was looked at and a few amendments suggested including changing a couple of photos as the staff had now left and changing the testing of pull cords as some schemes now had dispersed alarms.

5.3 When questioned about Page 7 reference to Gifts, Diane explained that gifts should not be given to staff however providing the gifts and hospitality register was completed and it was authorised by the Patch Manager, staff may be able to accept small gifts i.e flowers, chocolates, but money could not be accepted.

5.4 A query was raised regarding the charge of £50 for a lost pendant as some people go into hospital with the pendant and it is then lost. Diane explained that the pendants do cost us £50 and she would look into the charge.

DB

5.5 It was raised that there is a notice within Kingston Court advising people to contact the Housing Office if they struggle with stairs. To be raised with Sam King.

RA/SK

5.6 Social funds page 15. BT raised that there is not a treasurer for Kingston Court and Scheme Managers should have a small fund. It was believed there is a treasurer for Kingston Court. Renate to pass to Sam King to look into.

RA/SK

6.0 Performance Figures - Diane Burrup

6.1 Figures that are reported on have now been streamlined so we are reporting on less items.

6.2 Service user details and needs and risk assessments figures are low due to implementation of rolling programme.

6.3 Alarm tests down due to decommissioning.

6.4 Monthly inspection with tenants is going backwards. Feedback from Scheme Managers continues to be that tenants do not want to do the inspections. Tenants at Forum said they are willing to assist with inspections and a suggestion was made that the inspections for the following months are planned at the bi-monthly meeting.

7.0 Agenda items for next meeting

7.1 Carl Cassidy to return with update.

CC

7.2 Trading Standards to do a talk about doorstep crime.

RA

7.3 Kay and Alison for feedback on the review. It was explained that they might not be able to feedback as they are still waiting for additional information.

7.3 BT informed Forum of the rumours circulating about the suspension of caretakers. DB explained that NCH has a policy in place to deal with such issues which was being followed and that the Forum was not the place to discuss it.

RA

7.4 BT questioned the reduction in caretaking services at Kingston Court. It was suggested that Ian Perry be invited to the next meeting.

7.5 Sylvia Tyson gave apologies for the next meeting as she would not be able to attend. Diane Burrup also gave apologies as she will not be available for the next meeting.

8.0 Good News Stories

No stories were received.

9.0 A.O.B

Gardening Project – Lincoln University

9.1 All were provided with a leaflet on the Gardening Research Project.

9.2 It was explained that the aim was to find out how people use their gardens and the meanings that gardens have for different people.

9.3 The research is being carried out by Vicky Roberts.

9.4 It is up to individuals if they want to participate and privacy will be respected.

9.5 Tenants present felt it was a good idea and are happy to be involved.

Attendance

9.5 It was pointed out that the number of people attending Forum was dwindling.

9.6 DB asked RA to contact Sue O'Connor to survey members whether the day, venue and frequency was suitable and what would be more preferable if not.

RA

E-mail from Police to Chair

9.7 LM read an e-mail that had been received regarding an incident whereby someone hung their hand-bag on the back of the toilet door in a Shop and it was stolen by someone reaching over the door.

9.8 The person then received a telephone call from someone claiming to be from the store saying the bag had been received. When the person went to the store they were not expecting her. Upon returning home she had been burgled.

Code of conduct

During the meeting members had to be reminded to follow the rules and put all questions through the chair.

10.0 Date of next meeting

Monday 22nd June 2009 at 2pm, Hounds Gate (Boardroom)